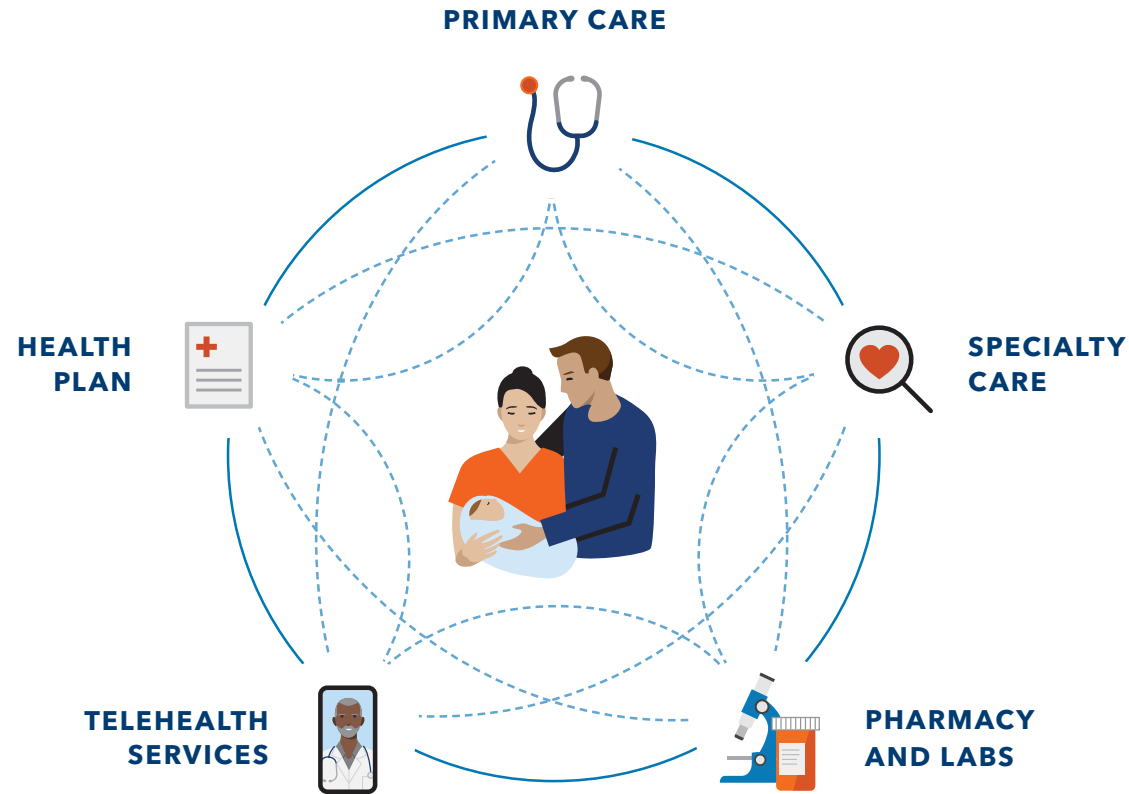


Care for all that is you





A different kind of care

Your health care should make your life easier – with doctors, medical facilities, and health plan benefits that are all connected and focused on providing you with exceptional care.

Personalized care from
top specialists

24/7 access to care
wherever you are

Predictable costs and
less paperwork

Great reasons to choose Kaiser Permanente

Kaiser Permanente offers peace of mind

When you join Kaiser Permanente, we help to make it easy for you to find high-quality primary care doctors and specialists. You can choose a personal doctor from one of the largest and most experienced medical groups in Hawaii. Our more than 700 doctors and providers in over 100 specialties are connected to you, and each other, through a single electronic medical record that follows you wherever you go at Kaiser Permanente. That means you can be assured that your entire health care team, such as doctors, pharmacists, and lab, is on the same page.

Experience health care made easier

Our 19 locations statewide lets you get most of your care under one roof, close to home. That's less time spent driving and more time spent doing the things you love. You can save yourself a trip to the doctor's office entirely with convenient 24/7 telehealth options, including video visits,¹⁰ phone appointments,¹⁰ emails to your doctor's office, and nurse advice – all at no additional charge.

Care and coverage are seamless

Our coordinated model of care brings together medical facilities, health plan, your doctors, and your entire care team who are empowered to help you make important care decisions and deliver high-quality health care that's right for you. And, with comprehensive benefit coverage and healthy extras, you're getting a plan that offers a great value for your health care investment.

Members stay with Kaiser Permanente nearly 3 times as long as other health plans.¹

Care that's **personalized**

For the you who deserves to be understood

Great care from great doctors

Good health care begins with building a relationship with your personal physician. Your doctor is your health care advocate, your direct link to all Kaiser Permanente services, and your source for referrals to specialists.

Every family member may choose their own personal doctor from:

- Family medicine
- Internal medicine
- Ob-gyn (you may also choose a certified nurse-midwife)
- Pediatrics (for children and adolescents up to age 18)

Search our online doctor profiles, photos, languages spoken, education, and credentials at kp.org/chooseyourdoctor.

Better care with a connected team

Kaiser Permanente doctors have one priority: your health. Your electronic health record connects your care team with your health history, so your doctor can plan the right care for your needs. They learn your lifestyle, risks, and goals to understand what matters most to you and be your best health advocate.



Explore care that fits your life.
kp.org/connectedtocare

Helping growing families thrive

We have programs to help support you and your family from preconception to postpartum care. Begin your journey at kp.org/maternity and get the resources available at every stage of your pregnancy, labor, and delivery.

Prepare for your baby's "birth" day by meeting your care team and taking a virtual tour of our private labor and delivery suites at kpfamilybirthcenter.org. You can also learn more about our private mother/baby suites, operating rooms, and our Level 3 Neonatal Intensive Care Unit for newborns who need special care.

Experience a seamless transition to pediatrics and family medicine. Our Mother and Newborn Center, lactation consultants, and network of doctors and certified nurse-midwives work together with you to meet the needs of your growing family.

Moanalua Medical Center is one of 29 Kaiser Permanente hospitals that earned top marks for the safety and quality of our coordinated maternity care. The elite designation of Best Maternity Care Hospitals 2024 by Newsweek magazine was awarded to only 404 hospitals in the country. It identifies leading maternity care programs based on rigorous quality and safety standards.²



Care that's world class

For the you who expects the best

No matter your needs – mental health, maternity, cancer care, heart health, and beyond – you have access to expert doctors, cutting-edge technology, and the latest evidence-based care.

We lead the nation in outcomes for conditions like cancer and heart disease, and we're among the top-rated health plans in every state we serve.^{3,4,5,6}

Kaiser Permanente members are

33% more likely to
survive heart disease⁶

52% more likely to
**survive colorectal
cancer**⁷

20% **less likely to die
early** of cancer⁶



Recognized excellence in stroke and heart disease care⁸

The American Heart Association and American Stroke Association's Get With The Guidelines® program has recognized **38 of our medical centers** for commitment to excellence in the treatment of stroke or heart disease.



Getting care is easier than ever with only one number to call statewide

We realize your time is important, and with our new virtual holding system, you can save your place in line without waiting on hold. Don't forget to save our new 24/7 toll-free number in your phone for appointments, advice, and prescription refills.

1-833-833-3333 (TTY 711), 24 hours a day, 7 days a week

Care that's **all encompassing**

For the you when you're healthy or sick

Preventive care to keep you healthy

Preventive care is key to how we practice medicine. It can help you avoid some health issues and catch others before they become serious.

Your electronic health record tracks your preventive care services and sends automatic reminders when you're due for your next screening. We'll let you know when to come in so you're free to focus on living your life.

Specialty care when you need it

We're also here for you if you get sick or need specialty care. And you don't need referrals for certain specialties, like ob-gyn, physical therapy, sports medicine, and optometry.

From high-quality maternity care to early intervention and treatment for sports injuries, cancer, heart problems, and more, you get great doctors and evidence-based care – all designed to help you recover quickly.



Learn how our doctors
and specialists work for you.
kp.org/specialtycare

Support for ongoing conditions

Our integrated, patient-centered approach to health care sets us apart. It's built into all our plans and covers you from prevention to personalized medicine for a wide variety of chronic conditions.

If you have a condition like diabetes or heart disease, you're automatically enrolled in our disease management program for personal coaching and support. With a well-rounded approach backed by proven best practices and advanced technology, we'll help you get the care you need to continue living life to the fullest.

A leader in clinical quality

In 2023, Kaiser Permanente Hawaii was a leader and one of the top performers in 72 effectiveness-of-care measures. These measures include: asthma care, diabetes care, and preventive care for children and adolescents.⁹

We were also the top performer in the state in the following effectiveness-of-care measures: breast cancer screening; prenatal and postpartum care; heart disease care, and behavioral health measures.³

Care that's for your everyday life

For the you who wants to explore all your health options



Get fit and get rewarded: With Fit Rewards, you can earn a free gym membership at certain participating gyms. Whichever fitness center you choose, you can earn a \$200 reward if you meet the program requirements. Learn more at kp.org/fitrewards.



Special rates for members: Enjoy reduced rates on services that can help you stay healthy – like acupuncture, massage therapy, and chiropractic care.



Self-care apps: Navigate mental and emotional challenges and help improve your sleep, mood, relationships, and more with the help of wellness apps, available at no additional charge to adult members. Visit kp.org/selfcareapps.



Healthy lifestyle programs: Connect to better health with online programs to help you lose weight, quit smoking, reduce stress, and more – at no additional charge. Learn more at kp.org/healthylifestyles.



Personal wellness coaching: Get help reaching your health goals. Work one-on-one with a wellness coach by phone at no additional charge. Find out more at kp.org/wellnesscoach.



Online wellness tools: Visit kp.org/healthyliving for wellness information, health calculators, fitness videos, podcasts, and recipes from world-class chefs.



Health classes: Sign up for health classes and support groups at many of our facilities. See what's available near you at kp.org/classes – some may require a fee.

Care that's convenient

For the you with a busy schedule

Visit kp.org or use our app to make a routine same-day or next-day appointment in person, or talk to a clinician 24/7 by phone or video.¹⁰ No matter how you connect, you'll always talk with a medical professional who can see your health history and pick up where you left off.

Do more in one visit

Many of our facilities have pharmacies and labs in the same building, so you can see your doctor, get your tests, and pick up your prescriptions all in one stop.

Your health at your fingertips^{11,12}

- Get 24/7 virtual care¹⁰
- Email your care team
- View most lab results and doctor's notes
- Refill most prescriptions
- Check in for appointments
- Pay bills and view statements



See how the Kaiser Permanente app puts you in control.
kp.org/mobile



More than half of members avoided a trip to the ER or urgent care by meeting a clinician for a video visit.¹³



Care that's there when you need it

For the you at home or on the go

Convenient care near you

With multiple locations to choose from, it's easy to find one near home or work. We offer same-day and next-day services at many of our locations, along with ob-gyn, pediatrics, and other specialty departments.¹⁴ You can also see different doctors at different locations – whatever works best for you.

Choosing a convenient place to get care is simple – just hop online or grab your smartphone.

- Visit **kp.org/facilities** to search by ZIP code, keyword, or the type of service you need.
- Search on your smartphone with the location finder on the Kaiser Permanente mobile app.¹²

Get care anytime

Urgent care in Hawaii¹⁵

If you need urgent care outside of normal business hours, you can visit a Kaiser Permanente or contracted urgent care facility at the same cost of a regular office visit. Visit **kp.org/getcare** for a list of facilities in your area.



We have you covered while you're away from home.

kp.org/travel

Urgent and emergency care outside Hawaii

With Kaiser Permanente, you have coverage for emergency and urgent care anywhere in the world.

If you need urgent care **in a Kaiser Permanente service area**, visiting members can go to the nearest Kaiser Permanente urgent care clinic.^{16,17}

If you need urgent care **in a state without Kaiser Permanente**, go to the nearest urgent care provider, including Cigna PPO Network providers, MinuteClinic® locations, including pharmacies (in select CVS and Target stores), Concentra Urgent Care centers, or The Little Clinic locations, including pharmacies.^{18,19}

Dependent children, including college students, also have coverage for certain routine and follow-up primary care when Kaiser Permanente facilities aren't near. Visiting member benefits apply when living in other Kaiser Permanente service areas.

If you need urgent care **while traveling internationally**, go to the nearest urgent care facility or hospital.²⁰

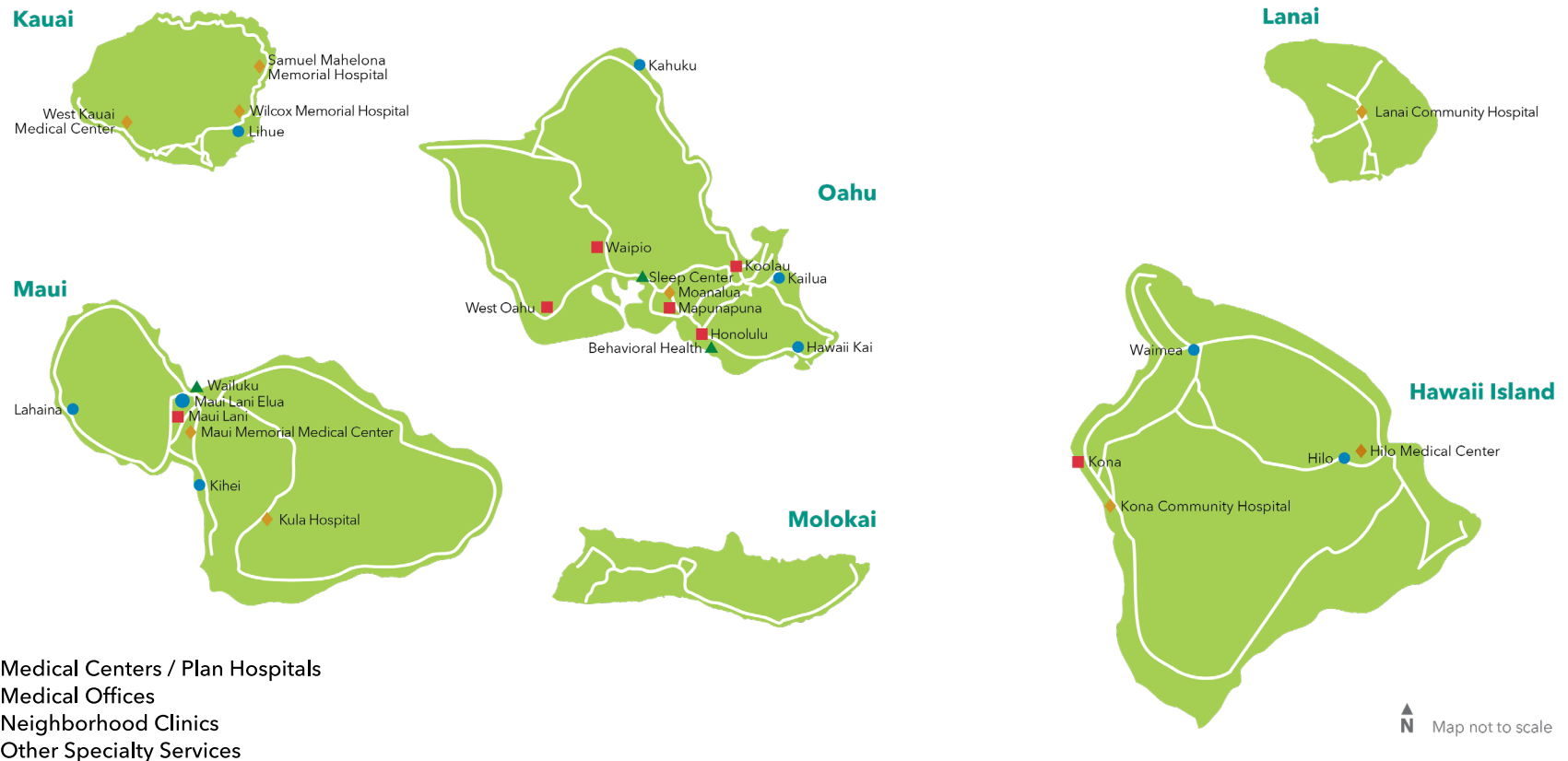
For information or assistance while traveling, call the 24/7 Away from Home Travel Line at **951-268-3900** or visit **kp.org/travel**.²¹



See the next page for a map of our locations in Hawaii.

With medical offices and hospitals close to where you work and live, you have options when it comes to getting care. To find a location near you, visit kp.org/facilities or download our Kaiser Permanente app on your smartphone or mobile device. Then, use our location finder to search by ZIP code or keyword.

We've brought more services and personalized care to our growing West Oahu community. Our state-of-the-art, 40,000 square-foot West Oahu Medical Office at Kapolei links our doctors and members in a spacious, soothing environment designed for healing. Visit kp.org/westoahu.



Care that's **simple from the start**

For the you who deserves a simple transition, visit kp.org/easyswitch



Search profiles to find the right doctor

Our online doctor profiles let you browse the many doctors and locations in your area, even before you enroll. So you can join knowing you've found a doctor to help you take care of your health needs.



Transition your care seamlessly

Easily move prescriptions and schedule a visit with a doctor who's close to your home, work, or school. From day one, you'll have support to help reach your health goals.



Connect to care online

After you enroll, create an account at kp.org or download the Kaiser Permanente app.¹² Then manage your health on your schedule – whenever, wherever.



Want to talk? We're here to help.

You don't have to choose a health plan alone. Whether you're unsure about changing doctors, have questions about a treatment plan, or are simply thinking about joining Kaiser Permanente, just give us a call.

1-800-966-5955 (TTY 711), Monday through Friday, 8 a.m. to 5 p.m. and Saturday, 8 a.m. to noon.



Health plan information

Utilization management

The medical care and services provided or authorized by a physician are subject to utilization management (UM) review. UM describes the various methods that ensure you receive the right care, at the right time, in the right place by reviewing hospital admissions, referred services, and post-service claims and providing care management services for certain medical conditions to help you maintain your health at the highest level possible. If we deny your request for payment or coverage during the UM review, you have the right to file an appeal and ask that we reconsider our decision. For details, visit **kp.org/formsandpubs** and download the Kaiser Permanente Hawaii Annual Subscriber Notice, which can be found under "Coverage information: Health plan notices."

Pharmaceutical management procedures

For a current list of formulary drugs and pharmacy management policies including information on limits, exceptions, and generic substitutions, visit **kp.org/formulary**.

We protect your privacy

Our Notice of Privacy Practices is available online at **kp.org/privacy/hi**.

If you have questions, or would like a printed copy of the information mentioned above, please contact Member Services, Monday through Friday, 8 a.m. to 5 p.m., or Saturday, 8 a.m. to noon at **1-800-966-5955** or **711** (TTY).

Nondiscrimination notice

Kaiser Foundation Health Plan, Inc. (Kaiser Health Plan) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Kaiser Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

We also:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats, such as large print, audio, and accessible electronic formats
- Provide free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, call **1-800-966-5955** (TTY: **711**)

If you believe that Kaiser Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail or phone at:

Member Services

Attn: Kaiser Civil Rights Coordinator

711 Kapiolani Blvd

Honolulu, HI 96813

1-800-966-5955

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>**, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1-800-368-1019, 1-800-537-7697** (TDD). Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**.

Help in your language

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call **1-800-966-5955** (TTY: **711**).

Cebuano (Bisaya) ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa **1-800-966-5955** (TTY: **711**).

中文 (Chinese) 注意: 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-966-5955** (TTY: **711**)。

Chuuk (Chukese) MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori **1-800-966-5955** (TTY: **711**).

‘Ōlelo Hawai‘i (Hawaiian) E NĀNĀ MAI: Inā ho‘opuka ‘oe i ka ‘ōlelo Hawai‘i, hiki iā ‘oe ke loa‘a i ke kōkua manuahi. E kelepona i ka helu **1-800-966-5955** (TTY: **711**).

Iloko (Ilocano) PAKDAAR: No agsasaoka iti Ilokano, dagiti awan bayadna a serbisio a para iti beddeng ti lengguahe ket sidadaan para kenka. Awagan ti **1-800-966-5955** (TTY: **711**).

日本語 (Japanese) 注意事項: 日本語を話される場合、無料の言語支援をご利用いただけます。 **1-800-966-5955** (TTY: **711**) まで、お電話にてご連絡ください。

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-800-966-5955** (TTY: **711**) 번으로 전화해 주십시오.

ລາວ (Laotian) ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຢູ່ສຳລັບທ່ານ. ໂທ 1-800-966-5955 (TTY: **711**).

Kajin Majōl (Marshallese) LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbal in jipañ ilo kajin ñe am ejjelōk wōñāān. Kaalōk **1-800-966-5955** (TTY: **711**).

Naabeehó (Navajo) Díí baa akó nínízin: Díí saad bee yánílti’go Diné Bizaad, saad bee áká’ánida’áwo’déé’, t’áá jiik’eh, éí ná hóló, koji’ hódílnih **1-800-966-5955** (TTY: **711**).

Lokaiahn Pohnpei (Pohnpeian) MEHN KAIR: Ma komw kin lokiaiahn Pohnpei, wasahn sawas en palien lokaia kak sawas ni sohte isais. Koahl nempe **1-800-966-5955** (TTY: **711**).

Faa-Samoa (Samoan) MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoani, e fai fua e leai se totogi, mo oe, Telefoni mai: **1-800-966-5955** (TTY: **711**).

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-966-5955** (TTY: **711**).

Tagalog (Tagalog) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-800-966-5955** (TTY: **711**).

Lea Faka-Tonga (Tongan) FAKATOKANGA'I: Kapau 'oku ke Lea Faka-Tonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai **1-800-966-5955** (TTY: **711**).

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-800-966-5955** (TTY: **711**).

Footnotes

1. Kaiser Permanente internal data, 2020; Hanming Fang, PhD, et al., “Trends in Disenrollment and Reenrollment Within US Commercial Health Insurance Plans, 2006-2018,” JAMA Network, February 24, 2022. **2.** For more detail on methodology and a complete list of designated maternity care programs, [newsweek.com/rankings/americas-best-maternity-hospitals-2024](https://www.newsweek.com/rankings/americas-best-maternity-hospitals-2024). **3.** Kaiser Permanente 2023 HEDIS® scores. Benchmarks provided by the National Committee for Quality Assurance (NCQA) Quality Compass® and represent all lines of business. Kaiser Permanente combined region scores were provided by the Kaiser Permanente Department of Care and Service Quality. The source for data contained in this publication is Quality Compass 2023 and is used with the permission of NCQA. Quality Compass 2023 includes certain CAHPS data. Any data display, analysis, interpretation, or conclusion based on these data is solely that of the authors, and NCQA specifically disclaims responsibility for any such display, analysis, interpretation, or conclusion. Quality Compass® and HEDIS® are registered trademarks of NCQA. CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality. **4.** 2022 Annual Report, Kaiser Permanente, about.kaiserpermanente.org/who-we-are/annual-reports/2022-annual-report. **5.** NCQA’s Private Health Insurance Plan Ratings 2023-2024, National Committee for Quality Assurance, 2023: Kaiser Foundation Health Plan, Inc., of Hawaii – HMO (rated 4 out of 5). **6.** Elizabeth A. McGlynn, PhD, et al., “Measuring Premature Mortality Among Kaiser Permanente Members Compared to the Community,” Kaiser Permanente, July 20, 2022. **7.** Theodore R. Levin, MD, et al., “Effects of Organized Colorectal Cancer Screening on Cancer Incidence and Mortality in a Large, Community-Based Population,” Gastroenterology, November 2018. **8.** American Heart Association and American Stroke Association, July 6, 2023. **9.** Number represents measures Kaiser Permanente Hawaii scored in the top ten in the nation for the Commercial, Medicare, and Medicaid lines of business. **10.** When appropriate and available. If you travel out of state, phone appointments and video visits may not be available in select states due to licensing laws. Laws differ by state. **11.** These features are available when you get care from Kaiser Permanente facilities. **12.** To use the Kaiser Permanente app, you must be a Kaiser Permanente member registered on kp.org. **13.** Kaiser Permanente GCN Post-Visit Survey of 60,945 members, 2023. **14.** In the case of a pandemic, some facilities may be closed or offer limited hours and services. **15.** An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. This can include minor injuries, backaches, earaches, sore throats, coughs, upper-respiratory symptoms, and frequent urination or a burning sensation when urinating. **16.** If you reasonably believe you have an emergency medical condition, call 911 or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your Evidence of Coverage or other coverage documents. **17.** If you get care at a Cigna, MinuteClinic, Concentra, The Little Clinic, or any other urgent care facility within a state with Kaiser Permanente providers, you’ll be asked to pay upfront for services you receive and will need to file a claim for reimbursement. **18.** The Cigna PPO Provider Network refers to the health care providers (doctors, hospitals, specialists) contracted as part of the Cigna PPO for Shared Administration. You can visit any Cigna PPO Network provider without paying upfront or filing a claim for reimbursement. The Cigna PPO Network is not available to HMO and EPO members enrolled in coverage issued by Kaiser Foundation Health Plan of Washington and Kaiser Foundation Health Plan of Washington Options, Inc. **19.** If you get care at a MinuteClinic, Concentra, or The Little Clinic urgent care center, you’ll be charged your standard copay or coinsurance. Medicaid members are not eligible. **20.** You may be covered for medically necessary urgent care when you are temporarily outside of the country if the care can’t be delayed until you get back home. Medicaid members are not covered. **21.** This number can be dialed from inside and outside the United States. Before the phone number, dial “001” for landlines and “+1” for mobile lines if you’re outside the country. Long-distance charges may apply, and we cannot accept collect calls. The phone line is closed on major holidays (New Year’s Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT.

Good health is in your hands¹¹

Use the new and improved **kp.org** features right from your smartphone or other mobile device. Get started at **kp.org/register** or download the mobile app.¹²

New member transition

- Register on kp.org
- Choose a doctor
- Schedule an appointment
- Transfer your prescriptions
- Act for a family member

Your electronic medical record

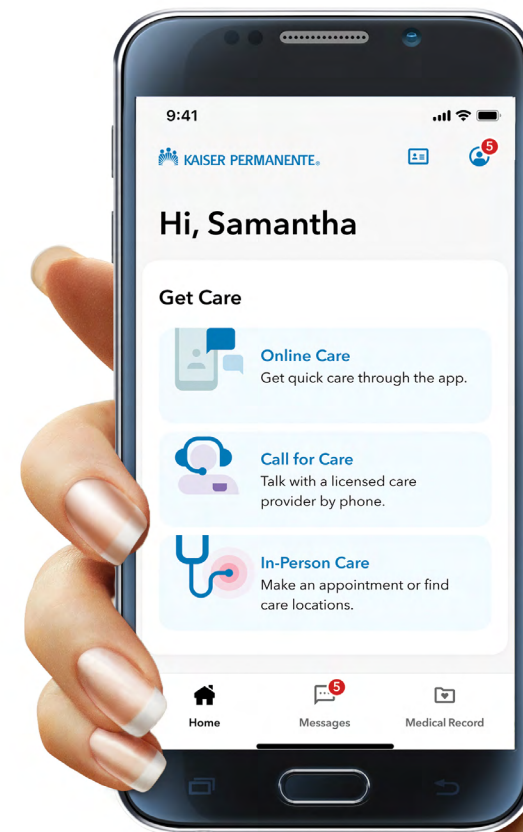
- Make and cancel appointments
- Access your digital member ID card
- Refill most prescriptions
- View past office visit info
- Biometric info
- Immunizations
- View most test results
- Care gap reminders
- Medical condition info

Take charge of your costs

- View claims history
- View medical and prescription coverage
- Personalized cost estimator tool
- Pay your medical bills

Convenience and wellness

- Schedule a phone or video appointment¹⁰
- Email your doctor's office
- 24/7 virtual care
- Personal wellness coaching
- Group health classes
- Online healthy living programs
- Videos, podcasts, and recipes
- Health and drug encyclopedias
- Interactive symptom checker





The right choice for a healthier you

Having a good health plan is important. So is getting high-quality care. With Kaiser Permanente, you get both.

Care is a click away

Online tools designed to help make your life easier

Once you join...

Visit **kp.org/newmember** to get started. It's easy to register at **kp.org**, choose your doctor, transfer your prescriptions, and schedule your first routine appointment. And if you need help, call us.

Already a member?





Manage your care online anytime at **kp.org**. Download the mobile app or go to **kp.org/register** so you can start emailing your doctor's office with nonurgent questions, schedule routine appointments, order most prescription refills, and more.^{11,12}

Learn more

Visit **select.kp.org/enroll-hawaii** or call our Member Services, Monday through Friday, 8 a.m. to 5 p.m. (closed holidays) Saturday, 8 a.m. to noon.

- **1-800-966-5955** (English and more than 150 languages with our interpreter services)
- **711** (TTY)

Stay connected to good health

-  facebook.com/kphawaii
-  youtube.com/kaiserpermanenteorg
-  [@kphawaii](https://twitter.com/kphawaii)
-  [@kphawaii](https://instagram.com/kphawaii)



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